



Solution Brief

Increased Revenues and Reduced Costs by Automating Accounting Processes with Sagem's OpenLine™ and OpenScribe™ Solutions

THE CHALLENGE

Businesses today face the challenge of doing more with less and ensuring that all systems and processes are streamlined and efficient. Customer service issues result in adverse economic impacts in lost time and in lost customers. Paper intensive processes involving purchase orders, invoices, and customer contracts have hard costs associated in the form of paper, printing, and filing costs. Money is lost while time is spent tracking customer payments, and manual processing can result in contracts and orders with missing pages – increasing those costs even more. Couple these challenges with the increased security risk that paper poses and it comes as no surprise that organizations are optimizing their IT investments by partnering with Sagem-Interstar (Sagem Communications' North American subsidiary) for the solution.

ELECTRONIC FAX DELIVERY AND DOCUMENT STORAGE FOR EFFICIENT, SECURE, AND SCALABLE ENTERPRISE SOLUTIONS

Accounting departments are typically full of paper and money is lost on manual processes and people spending too much time looking for invoices, tracking payments, finding customer documentation, and resolving discrepancies. When files are lost or misplaced customer service suffers and payment cycles are extended.

Two housing manufacturers recently merged offices and magnified just such problems and struggled to efficiently manage a new inventory of fax machines and disparate document management solutions. Each organization depended primarily on paper-based accounting procedures for high-volume order processing including customer contracts, billing statements, purchase orders and more. The combined data center handled an estimate of 2500 pages per day. Most departments used a combination of basic fax servers, fax machines, and an out-of-date document management solution.

When the merger initially occurred, resources were not distributed efficiently and employees would often find themselves standing in line at a fax machine to resolve a customer service issue or ensure delivery of a signed contract. The process involved printing (with associated printing costs), waiting, and manual document filing. The other participants in these inefficient processes included customers and vendors waiting for 3-4 hours to receive the documents and information they were promised.

Inefficient document management and archival added to the paper challenge. The vendor for the incumbent document management solution suffered from their own pains resulting from an acquisition and offered no product roadmap to address the many short-comings, such as limited scalability. As a result, employees would often forego use of the systems and continually processed documents manually. Many of the documents needed to be kept for seven years due to compliance regulations and the new file room contained documents from both organizations. When a customer or vendor inquiry came in, employees had to locate the right filing cabinet and the right folder before carrying it back to their desks.

RAPID ROI AND FIELD PROVEN SOLUTION

OpenLine, coupled with OpenScribe provided integrated fax delivery, document management, and archive capabilities for a unified, 'green optimized' solution to the problem. With an expected return on investment in about nine months, planning for continued integrations with other departments is anticipated. Employees are appreciating the increased availability to their other job functions while maintaining essential desktop and production faxing capability by forwarding faxes automatically to their desktops with Direct Inward Dialing (DID) routing, and are also saving considerable time with functions such as automated fax cover sheet, fax previewing and fax printing. The solution supports an unlimited number of users.

Since OpenLine offers the flexibility to cost-efficiently support an analog or digital infrastructure, the organization is planning to capitalize on planned VOIP expenditures by integrating FOIP capabilities with their fax solution. Remote administration and the ability to import existing directories or links have ensured easy administration while programmable Least Cost Routing (LCR) further extends the cost savings. The all-in-one solution accommodates up to 8 analog lines, 8 IP network sessions, or 24 digital lines. Compatible with major VoIP gateways and iPBXs on the market and supporting the established ITU standardized T.38 protocol, Open Line provides a simple, secure and reliable solution for optimizing information flow.

RESULTS

The ability for users to quickly and easily locate and retrieve files from the OpenLine archive and fax to customers and vendors directly from the desktop results in reduced payment cycles and increased revenues. OpenLine allows you to find the documents you need, send and receive faxes, and archive the information in your accounting process – all within the security of your computer systems.

Improved collections

OpenLine puts invoices, purchase orders, proof of delivery and other customer documents at the Accounting Department's fingertips to make productive collections calls.

Improved Customer Service

OpenLine puts customer documents in one easy-to-search place so when a customer calls with a question or a request for a document, they are served quickly.

Improved Regulatory Compliance

Internal policies, audit trail requirements and vendor and partner agreements dictate document access. OpenLine keeps your documents in the control of your computer system for secure access and tracking.

The core technologies in both the OpenLine and OpenScribe solutions have been deployed on a global scale in thousands of customer deployments spanning small to medium businesses to large enterprises involving a wide spectrum of market segments including healthcare, finance, retail, manufacturing, transportation, communications/multimedia, hospitality and energy/environment.

CHALLENGE	PAIN	SOLUTION	PAYOFF
Late payments	Reduced cash flow	Advanced routing	Automated processes Reduced costs
Document tracking	Unsecured data risk	Audit trail	Compliant and secure
Lost invoices	Decreased revenue	Multi-criteria search	Find documents instantly
Poor Customer Service	Lost customers/revenues	Full-text search	Find answers instantly
Days Sales Outstanding	Lost revenue	Digitized invoices	Reduced DSO
High costs of invoicing	Decreased bottom line	Fax from desktop	Reduced paper costs
Overtime	Increased employee expense	Advanced routing and automated processes	Reduced employee costs
Compliance Initiatives	Penalties and revenue loss	Secure access and reports	Know who did what, when

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